Listening into Action

Breaking paradigms, creating ambition, raising the bar
What is Listening into Action (LiA)?

- A new way of working that mobilises staff around better patient care
- Not an 'initiative' - a fundamental shift in the way we work
- Enabling our teams to make improvements from the ‘inside-out’
- Giving ‘permission to act’ and simple processes to help
- Cutting out non value-add activity and unblocking the way
- Working together to do our best for patients
- Feeling valued, engaged, proud

Breaking paradigms, creating ambition, raising the bar

www.listeningintoaction.co.uk

42 Listening into Action (LiA)® Trusts since May 2012. 10, including ULH are Year 2 Beacon Trusts
Big Conversations

11 ‘Big Conversations’ listening to the views, ideas and thoughts of over 700 staff members.

Focussed discussions for BME staff and for bands 1-4 in hotel services and estates

3 simple questions, lots of discussion between colleagues

220 people wanting to get involved

Hundreds of suggestions for change
Big Conversations Feedback

- How would you rate today's event?
- Do you feel that today has been a good use of your time?
- Do you feel that engaging staff and giving them permission to make positive changes will help us to improve care for our patients?
Making it better for our patients

- Put patients at the Centre of our planning, our thinking, policies, procurement
- Create a more flexible system that is able to respond best to patient needs
- Eliminate unnecessary repeat visits: make every visit count
- Talk and listen more to the patient
- Plan discharge on admission
- Allow managed risk taking
- Make ‘my name is’ REALLY happen
- Patient transport doesn’t revolve around patient need
- Synergy doesn’t work

Being able to do our jobs to the best of our ability

- Trust us to do what we are trained to do
- Release the stranglehold
- Move from hierarchy to team decision making
- More involvement, listening, transparency
- Act when informed
- Work to your level
- Allow managed risk taking
- Time to think, learn, improve

Being efficient

- Make IT work and systems connect
- Delegate delegate delegate
- Videoconferencing
- Reduce site to site travel
- Too much paperwork
- Stop faxing
- Not training staff = inefficiency
- Comms – target it and make it meaningful
- Wasted time parking and travelling

Being better connected

- Engagement between MDT’s
- Integrate clinical and managerial teams
- Find ways of bringing front line and support staff together
- The STH Way and the STH team

Feeling valued

- A true voice for staff
- Managers working with us
- Visibility of all managers
- Make it personal
- More face to face: briefings, discussions
- Make everyone count
- Praise good work

Get the staffing right

- Let us get involved in getting staffing right
- Plan the skills better
- More support staff for clinical staff = better efficiency
- Stop relying on agency/bank/consultants and contractors
- Lets have proactive staffing plans
- Speed up recruitment
- Low staffing impacts on training

Be Proud

- We are excellent at so many things yet this is not what we talk about
- Let’s be positive
- Wear proud on our sleeves
- Find ways of using success to generate success
- Do more to publicise our success

Sheffield Teaching Hospitals
NHS Foundation Trust

Listening into Action

In hospital and in the community
<table>
<thead>
<tr>
<th><strong>Use of commodes behind bed screens</strong></th>
<th><strong>Car parking for bereaved relatives</strong></th>
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</thead>
<tbody>
<tr>
<td>Produce inclusion DVD for staff induction</td>
<td>DVD on ‘how to get involved and why’ for induction – focusing on LIA and Microsystems</td>
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<tr>
<td>Email etiquette reminder to staff (to reduce unnecessary emails/cc all where relevant)</td>
<td>Reduce generic corporate emails through changes to intranet</td>
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<tr>
<td>Using existing budget to enable sisters credit card/spend on essential items</td>
<td>Hot desks on each site</td>
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<tr>
<td>Pillows availability in theatres</td>
<td>Clear up the Clutter: addressing top eyesore across sites</td>
</tr>
<tr>
<td>Put reception numbers on intranet</td>
<td>Protocol on wheelchairs in WPH entrance</td>
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<tr>
<td>Ensure all relevant areas have ‘all about me’ dementia booklets</td>
<td><strong>Audit safety and operation of all wheelchairs</strong></td>
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<tr>
<td>Protected face to face time with line managers and their staff</td>
<td>Protected face to face time for line managers to meet with their team as a whole</td>
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<tr>
<td>Inventory of second hand equipment that can be put back into use</td>
<td>Excellent attendance letters to staff</td>
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<td>Electronic ‘thank you’ cards from line managers as part of ‘recognise me’</td>
<td>Develop a T3 information point for questions and ideas</td>
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<tr>
<td>IT drop in sessions for agency set up on systems</td>
<td>Match histology opening times with demand</td>
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<tr>
<td>Business cases MDT working</td>
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</tbody>
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# Phase 1 LIA Schemes

## Front Line Schemes
- ‘Home for Lunch’ team focusing on TTO’s
- Patient transport
- Medical Outpatients 1 NGH
- Reducing bureaucracy
- Bladder cancer pathway
- Site navigation (and signage)
- 7 day working in radiology
- Patient safety zone – blood labelling
- Improving things for patients and staff in GUM
- Cancelled Operations

## Enabling our People Schemes
- Communications and working efficiently in ophthalmology
- Diversity and Inclusion
- Health and Wellbeing
- Team working – valuing and engaging all staff
- Train as a team – Theatres
7 Steps to a New Way of Working

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td>Teams of doctors, nurses, AHP’s and managers working together</td>
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<tr>
<td>2</td>
<td>Developing the mission</td>
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<tr>
<td>3</td>
<td>Making a powerful case for change</td>
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<td>4</td>
<td>Setting up the scheme sponsor group</td>
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<td>5</td>
<td>Getting people on board</td>
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<td>6</td>
<td>Conversations with staff, patients, stakeholders</td>
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<td>7</td>
<td>Move into action</td>
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The LiA Principles

1. Don’t harm patients or staff
2. Don’t spend money we haven't got
3. Don’t damage the reputation of the trust
4. Work in a multi-disciplinary way
Key Dates

• Launch Events 13\textsuperscript{th} and 16\textsuperscript{th} March

• Pass It On 30\textsuperscript{th} July